

SAFETY

...is everyone's responsibility.

How Does Beacon Community Services Ensure Your Safety?

- Beacon Community Services staff are fully trained, competent, and prepared to deliver your care or support as specified in your written care/support plan which has been tailored to meet your specific needs.
- Staff will arrive as per your scheduled visits and will carry photo identification as authorization to enter your home. This ensures BCS staff is providing care. Please contact the agency if a Beacon staff member is unable to provide their photo identification or an individual without identification attempts to enter your home.
- On arrival, the Beacon staff member will ask you some questions to confirm your identity. This is to ensure care is delivered to the right person.
- Staff will follow your care/support plan and report any changes in your condition or situation that impact our care/support. This may result in a supervisor visit to discuss and make the necessary care plan changes.
- You have the right to be treated with courtesy and respect at all times. Foul language, violent or abusive behavior on the part of our staff is not acceptable.

What Are Your Responsibilities With Regard To Safety?

- The Beacon Community Services staff who attend your home are covered by the Workers Compensation Act. Under this act, all staff are entitled to a safe workplace – in this case that workplace is your home.
- Under the Workers Compensation Act, you must ensure your home is a safe and healthy workplace for our staff to work in and help you.
- You should know that our staff will contact a supervisor if they have concerns that the home is not safe for them to complete their work and will be instructed to leave the home until the issue can be resolved.
- Be aware that not maintaining a safe working environment for our staff may result in service being withheld. In addition, should a staff sustain an injury or illness that is directly related to an unsafe situation in your home, you may be held legally and financially liable for the Worker Compensation costs that result from any injury or illness sustained by our staff.
- If you have any questions or need assistance on how you can create and maintain a safe working environment please contact the agency and discuss it with the appropriate supervisor.
- Treat Beacon Community Services staff with courtesy and respect at all times. Foul language, violent or abusive behavior toward our staff is not acceptable and will not be tolerated.

In Advance Of A Worker Attending Your Home You Must Ensure:

- Smoking is not permitted in your home at least one hour before Beacon staff arrive and at no time during the scheduled visit.
- All pets are secure and controlled during a scheduled visit.
- All weapons are stored in a secure location.
- Access and egress to your home is safe and clear (e.g. driveways clear of ice and snow, stairs are well lit).

- If you have concerns about your care or support plan, please contact a Beacon supervisor. Our staff are not authorized to perform tasks that are not in the approved care or support plan.

